Exhibit C

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9	Re: Rodriguez, Et Al Versus Google, LLC.
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11	Transcript of the Video Recorded Proceedings of
12	"Google CEO Testifies on Data Collection."
13	CSPAN
14	December 11, 2018
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16	Transcribed by Melissa Iadimarco
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Page 18 1 better. 2. I yield back the balance of my time. CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Thank you, 3 Mr. Nadler, we welcome our distinguished witness, and if you 4 5 would please rise, I'll begin by swearing you in. Please raise your right hand. 6 7 Do you swear that the testimony that you are about to give shall be the truth, the whole truth, and nothing but 8 the truth, so help you God? 9 10 MR. SUNDAR PICHAI: I do. CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Thank you. 11 Let the record show that the witness answered in the 12 13 affirmative. Our only witness today is Mr. Sundar Pichai. 14 Mr. Pichai is the chief executive officer of Google. Your written statement will be entered into the record in its 15 entirety, and we ask that you summarize your testimony in 16 17 five minutes. To help you stay within that time, there's a timing light on your table. When the light switches from 18 green to yellow, you have one minute to conclude your 19 20 testimony. When the light turns red, it signals your five minutes have expired. 21 2.2 Mr. Pichai, you are very welcome, and you may 23 begin. 24 MR. SUNDAR PICHAI: Chairman Goodlatte, Ranking

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Member Nadler, distinguished members of the committee, thank

you for the opportunity to be here today. I joined Google 15 years ago, and I've been privileged to serve as CEO for the past three years, but my love for information and technology began long before that.

It's been 25 years since I made the U.S. my home. Growing up in India, I have distinct memories of when my family got its first phone and its first television. Each new technology made a profound difference in our lives. Getting the phone meant I could call ahead to the hospital to check that the blood results were in instead of taking a two hour trip there. And the television, well, it only had one channel, but I couldn't have been more thrilled by its arrival.

Those experiences made me a technology optimist, and I remain one today, not only because I believe in technology, but because I believe in people and their ability to use technology to improve their lives. incredibly proud of what Google does to empower people around the world, especially here in the U.S. I'd like to take a moment to share a bit of background on that.

20 years ago, two students, one from Michigan and one from Maryland, came together at Stanford with a big To provide users with access to the world's information. That mission still drives everything we do, whether that's saving you a few minutes on your morning

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commute or helping doctors detect disease and save lives.

Today, Google is more than a search engine. We are a global company that's committed to building products for everyone. That means working with many industries, from education and healthcare to manufacturing and entertainment. Even as we expand into new markets, we never forget our American roots.

It's no coincidence that a company dedicated to free flow of information was founded right here in the U.S. As an American company, we cherish the values and freedoms that have allowed us to grow and serve so many users. And I'm proud to say, we do and we will continue to work with the government to keep our country safe and secure.

Over the years, our footprint has expanded far beyond California to states such as Texas, Virginia, Oklahoma, and Alabama. Today in the U.S., we're growing faster outside of The Bay Area than within it. I've had the great opportunity to travel across the country and see all the places that are -- that are powering our digital economy. From Clarksville to Pittsburgh to San Diego, where we recently launched a partnership with the USO, to help veterans and military families.

Along the way, I've met many people who depend on Google to learn new skills, find jobs or new businesses.

Over the past year, we have supported more than 1.5 million

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American businesses. And over the past three years, we've made direct contributions of \$150 billion to the U.S. economy, added more than 24,000 employees and paid over \$43 billion to our U.S. partners across search, YouTube and Android. These investments strengthen our communities and support thousands of American jobs. They also allow us to provide great services to our users to help them through the day. It's an honor to play this role in people's lives, and it's one we know comes with great responsibility.

Protecting the privacy and security of our users has long been an essential part of our mission. We've invested an enormous amount of work over the years to bring choice, transparency and control to our users. These values are built into every product we make. We recognize the important role of governments, including this committee, in setting rules for the development and use of technology.

To that end, we support federal privacy legislation and proposed the legislative framework for privacy earlier this year. Users look -- look to us to provide accurate, trusted information, and we work hard to ensure the integrity of our products. We have put a number of checks and balances in place to ensure they continue to live up to our standards. I lead this company without political bias and work to ensure that our products continue to operate that way. To do otherwise would be against our core

principles and our business interests.

We are a company that provides platforms for diverse perspectives and opinions, and there is no shortage of them amongst our employees. Some Googlers are former servicemen and women who have risked much in defense of their country. Some are civil libertarians who fiercely defend freedom of expression. Some are parents who worry about the role technology plays in our households. Some, like me, are immigrants who are profoundly grateful to the freedoms and opportunities it offers. And some of us are many of these things.

Let me close by saying that leading Google has been the greatest professional honor of my life. It's a challenging moment for our industry, but I'm privileged to be here. I greatly appreciate you letting me share the story of Google and our work to build products worthy of the trust users placing is. Thank you for the opportunity, and I look forward to answering your questions.

CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Thank you. We'll now proceed under the five minute rule with questions, and I'll begin by recognizing myself.

Mr. Pichai, is it true that the Android operating system sends Google information every few minutes detailing the exact location of a smartphone within a few feet, the speed of movement of the phone, the altitude of the phone

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sufficient to determine what floor of a building the phone is on, the temperature surrounding the phone and other readings and if so, with Americans carrying their phones with them virtually at all times, doesn't the collection of this volume of detailed information really mean that Google is compiling information about virtually every movement an individual with a smartphone is making every hour of every day?

MR. SUNDAR PICHAI: Mr. Chairman, thank you for the question. Today, for any service we provide our users, we go to great lengths to protect their privacy and we give them transparency, choice, and control. Android is a powerful platform and -- and provides smartphone for over 2 billion people. And as part of that, it depends on the applications users choose to use. If you're using a fitness application, which is deducting the number of steps you walk, you expect it to send that information, but it's a choice users make. We make it clear and -- and it depends on the use cases.

CHAIR OF THE HOUSE JUDICIARY COMMITTEE: So the -the answer to my question, my first question, is yes; is
that correct? That the information that I cited is gathered
by Google?

MR. SUNDAR PICHAI: It -- if -- if the -- for Google services, you have a choice of what information is

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collected, and we make it transparent -- transparent.

CHAIR OF THE HOUSE JUDICIARY COMMITTEE: I understand there are -- there are uses that consumers make use of. I use it to keep track of the number of steps I walk. I understand that service that one of your competitors provides. So I -- I understand that purpose. But do you think the average consumer understands that Google will collect this volume of detailed information, when they click through the terms of service agreements in order to use the Android operating system?

MR. SUNDAR PICHAI: It's really important for us that, you know, that average users are able to understand it. This is why we do something called privacy check-up.

CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Do you think average users read the terms of service and the updates that are very frequently sent to us?

MR. SUNDAR PICHAI: Beyond the terms of service, we actually offer, we remind users, to do a privacy check-up, and we make it very obvious, every month. In -- in fact, in the last 28 days, 160 million users went to -- went to their My Account settings where they can clearly see what information we have. We actually give, you know, show it back to them, and we give clear toggles, by category, where they can decide whether that information is collected, stored. Or more importantly, if they decide to stop using

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it, we work hard to make it possible for users to take the data with them, if they choose to use another service.

CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Let me switch to the issue of Section 230 of the Communications Decency Act. You heard me say in my opening statement that this provides broad liability protections for you and other technology companies for good faith restrictions, that when Google thinks something is obscene, lewd, lascivious, filthy, excessively violent, harassing or otherwise objectionable.

On the other hand, objectionable material, by whatever standard applied, likely elicits the most engagement from users on your site. And for Google, increased engagement potentially means increased revenue. However, it is important for Google to make very clear where it draws the line, and I don't believe Google has done its best to make that clear.

So what I would ask is the following: Would Google or YouTube be willing to make changes in support of a healthier civic dialogue, if doing so meant a drop in user engagement metrics?

MR. SUNDAR PICHAI: Absolutely, Mr. Chairman. We have a long track record of, we've always focused on long term goals towards user satisfaction. We focus on their knowledge, happiness, success and -- and that's what we work

Page 94 1 But I want to go through several questions because it's been discussed a lot about what you collect and what 2. 3 you don't collect. So the next few questions will be yes/no questions. They're not -- I'm not trying to trick you here. 4 5 It's simply what do you collect and how do you collect it? 6 Okay? 7 In dealing with Google, do you or do you not collect identifiers like name, age, and address; yes or no? 8 9 MR. SUNDAR PICHAI: If you're creating an account, 10 yes. And using an account, yes. REPRESENTATIVE DOUG COLLINS: Yes. Specific search 11 histories when person types something into a search bar? 12 13 MR. SUNDAR PICHAI: If you have a search history 14 turned on, yes. 15 REPRESENTATIVE DOUG COLLINS: Device identifiers like IP address or IMEI? 16 17 MR. SUNDAR PICHAI: Depending on the situation, we could be collecting it, yes. 18 19 REPRESENTATIVE DOUG COLLINS: GPS signals, Wi-Fi signals, Bluetooth beacons? 20 MR. SUNDAR PICHAI: You know, it would -- it would 21 2.2 depend on the specifics. So, but there may be situations, 23 yes. 24 REPRESENTATIVE DOUG COLLINS: GPS, yes? 25 MR. SUNDAR PICHAI: Yes, if you have a --

Page 95 1 REPRESENTATIVE DOUG COLLINS: Voice and conversations when using Google Voice products? 2. 3 MR. SUNDAR PICHAI: We give an option to turn on or off. 4 5 REPRESENTATIVE DOUG COLLINS: But if -- but if -if a person didn't know it, voice and conversations when 6 7 using Google Voice products? Yes? MR. SUNDAR PICHAI: We only record when they 8 initiated with okay, Google and then say the terms after. 9 10 REPRESENTATIVE DOUG COLLINS: Contents of emails 11 and Google documents. MR. SUNDAR PICHAI: We store the data, but we don't 12 13 read or look at your Gmail. 14 REPRESENTATIVE DOUG COLLINS: But you have access 15 to them? 16 MR. SUNDAR PICHAI: As -- as a company, we have 17 access to them, yes. REPRESENTATIVE DOUG COLLINS: So you could? Not 18 saying you don't or don't. I'm not asking do you or don't 19 20 you. I'm saying you could, though, there is a possibility? MR. SUNDAR PICHAI: We have clear, established 21 2.2 policies on how we would do that data. 23 REPRESENTATIVE DOUG COLLINS: And your privacy 24 policies, speaking of that, has changed 28 times, including eight times since January 2016. So I think the policies 25

are, you know, and this is why I'm asking these questions.

Is there any type of or -- any type or origin of data which Google would refuse to collect, that is not already prohibited by laws, like COPPA or HIPAA?

MR. SUNDAR PICHAI: There are many categories of information today, you know, were particular about anything to do with health data --

REPRESENTATIVE DOUG COLLINS: Those are covered under those. Anything that you would not collect, outside of the two that I named, which are generally accepted as things you cannot collect?

MR. SUNDAR PICHAI: There are -- there are many things which we -- we don't collect. For example, we don't collect -- you could have a product like Google home. We won't collect conversations unless you specifically ask us to. So, you ask a question. And so we definitely are very careful and minimize the data we need to provide the service back to our users.

REPRESENTATIVE DOUG COLLINS: I'm glad you mentioned data minimization. We'll get to that in just a second. How long do you keep the data that you have captured?

MR. SUNDAR PICHAI: Today, we give you the choice of whether you want to store the data or not. But if you store the data, from the time you turn it on, we store it

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REPRESENTATIVE DOUG COLLINS: Okay. Well, let -let me ask a question then. For all this has been the
discussed, age identifiers, search histories, all these
things. And for the -- how many would you say, let me just
say, you -- you've interested -- made a interesting
question. How many people actually understand that they can
actually cut this off?

MR. SUNDAR PICHAI: You know, we remind the -remind people and every day 20 million people come and make
changes in these settings. We see robust activity.

REPRESENTATIVE DOUG COLLINS: But when you control 95 percent of searches, you control this in a very large way. I would say the vast majority, not the most sophisticated, not the ones in a certain age demographic, are not as familiar with this as, say, some who work in the industry or at least around the industry. Would that not be a fair statement?

MR. SUNDAR PICHAI: If you could repeat that, congressman. Sorry, I'm --

REPRESENTATIVE DOUG COLLINS: I'll get back to it.

Earlier it was said that identifiers such as age, name and address are treated differently. If that is true, how are you treating them differently and is the same data collection process still done? How is it treated

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differently, than maybe some of these others that we have spoke of that came, I think, from Mr. Deutch's discussions; such as locators and things like that?

MR. SUNDAR PICHAI: We -- we offer different controls for that. So, for example, for location, we give specific controls for your voice -- voice activity. We give specific controls. We're trying to meet user's expectations. And so, for example, some people may want their search history to be available, but they don't want YouTube history to be recorded. So, we give those choices to our users.

REPRESENTATIVE DOUG COLLINS: One of the general dynamics of most in this tech industry and those who collect data is data minimization. You brought it up just a few minutes ago. The issue that I have and it was in March of this year, a security researcher actually downloaded his quote, "Google Takeout." This is probably there. It was 5.5 Gigabyte. This is not a -- just a few names and addresses and where you went. The -- why, number one, does Google need all this information? We can answer that in the fact that 85 -- 86 percent of your revenue comes from advertising. So we know you manipulate the data in some ways.

However, can you explain what you do to minimize this data, which is generally an accepted standard practice

among those who collect data.

MR. SUNDAR PICHAI: You know, our goal is, you know, but we are providing, for example, if we are providing you a service like Gmail, which we have done for 15 years, that data, we need to store it for our users. So they expect us to. So we are trying hard to match user's expectations. We don't need, you know, our data for advertising. As I said earlier, most of it comes from just the keywords you type. And so, you know, we need minimal data to do advertising. We give you options to turn ad personalization off. We store most of the data we do today, to help give users the experience they want. And that's what we're trying to do.

REPRESENTATIVE DOUG COLLINS: I'm going to go back to where I started, perception is reality. The amount of data being collected here, the how it is being used, how you monetize the one ad, basically the flow of -- of information that you have and the monetization of that, is a concern. I think the perception of how it is used and from what side of the aisle, is something that this committee, I think, will take up and continue to process.

But I think when most people deal with this, what I said earlier, I'm not sure that in the broad scope of things, simply clicking, yes, especially in a society today, in which some of these things and especially that was talked

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Page 128 1 with partners around the world and -- and there are OEM manufacturers around the word, including in China. 2. REPRESENTATIVE ANDY BIGGS: So -- so you 3 manufacturers, but beyond manufacturers, any -- any other 4 5 platform use? 6 MR. SUNDAR PICHAI: We don't have any special 7 agreements on user data today with --REPRESENTATIVE ANDY BIGGS: Chinese government? 8 9 MR. SUNDAR PICHAI: That's right. 10 REPRESENTATIVE ANDY BIGGS: Okay. Do you share the data that you collect on civilians with The United States 11 Federal Government? 12 13 MR. SUNDAR PICHAI: We comply with valid law enforcement request -- requests and, you know, and we -- we 14 15 have a due process. We comply with valid law enforcement --REPRESENTATIVE ANDY BIGGS: What's the extent of 16 17 that? MR. SUNDAR PICHAI: You know, we publish a 18 19 transparency report, in which we give insights into the law 20 enforcement request we've gotten and are, you know, and --21 and our compliance there. REPRESENTATIVE ANDY BIGGS: The last question I 2.2 23 have and real quickly. In May 2016, Google banned all ads 24 by payday lenders, even though it invested in LendUp, which is effectively a payday lender, and it -- it banned ads 25

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gentleman's time has expired, but you can answer the question.

MR. SUNDAR PICHAI: Thank you. We have very clear policies against hate speech, things which could incite harm or hatred or violence. And, you know, that's an area where we are clearly taking a lot of action. But I -- I want to acknowledge there's more work, more work to be done. And, you know, with our growth comes more responsibility, and we are committed to doing better, as we invest more in this area.

REPRESENTATIVE JAMIE RASKIN: Thank you, Mr. Chairman.

CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Thank you. The Chair now recognizes the gentlelady from Georgia, Ms. Handel.

REPRESENTATIVE KAREN HANDEL: Thank you, Mr.

Chairman. Thank you, very much for being here, Mr. Pichai.

For years, the Federal Trade Commission on a bipartisan

basis has affirmed that precise geolocation information is

considered highly, highly sensitive and that consumers must

opt in to that. Do you agree with that?

MR. SUNDAR PICHAI: Yes, I agree with that.

REPRESENTATIVE KAREN HANDEL: Do you think there's other information, privacy information of consumers, that should also be required to have opt in versus opt out.

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MR. SUNDAR PICHAI: In general, I think a framework for privacy in which users have a sense of transparency, control and choice, and have a clear understanding of the tradeoffs they need to make, I think is very good for consumers and we would support that.

REPRESENTATIVE KAREN HANDEL: Okay. And speaking of privacy and transparency, I'm trying to understand the difference between a paying customer for the Google Suites versus the free Gmail. So when it comes to data collection, are the criteria and the rules the same if you're on Google Suites versus Gmail?

MR. SUNDAR PICHAI: Gmail -- Google Suite is a -- a broader suite of products than Gmail alone. You know, we have very specific policy -- policies around Gmail. In general, we don't as a company, we don't read your Gmail, unless we have expressed consent from you, for example, to investigate security or abuse related to an account. On G Suite. We provide G Suite across many instances. We have clear policies against that, too. We don't use it --

REPRESENTATIVE KAREN HANDEL: All right. But what I'm asking is are the policies different?

MR. SUNDAR PICHAI: We don't distinguish between.

So, for example, today we provide G Suite for free to many educational institutions. We don't use the data for -- from within G Suite for advertising.

American people. You have the ability to mold and shape how we think, the decisions we make, what we buy. But let me just remind you and others, that America, with all of its greatness, has enough problems and we have to make sure that the gift of Google is used. The service that you provide is a responsible one. In your own statement you said, that the American people have the ability to use technology to improve their lives. So that tells me Google helps to solve problems, not create problems.

My concern specifically centers around the protection of the consumers, because Google certainly would not be anything without the consumer. So the protection of the data, their information, the -- the level of service that you provide. And I know we've talked a lot today about data collection and how it's used, and if the settings are in place, then it's not collected.

So let me just understand, really starting with the chairman's questions, which I thought was a -- a good opening for us. If a consumer tells you not to collect their data, then you do not collect the data; is that correct?

MR. SUNDAR PICHAI: That's -- that's right.

REPRESENTATIVE VAL DEMINGS: Okay. And how does Google or does Google allow advertisers to target ads based on sensitive factors, like race, ethnicity, religious,

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safety is an area where we actively collaborate with law enforcement agency. So fraud, malware and, you know, depending on the area, we engage and we support them through efforts they are trying to do. The opioid crisis is a good example of an area where we are doing a lot of work with law enforcement.

REPRESENTATIVE VAL DEMINGS: What do you think is the main area where Google could improve to better help the consumer?

MR. SUNDAR PICHAI: I always --

REPRESENTATIVE VAL DEMINGS: To better protect the consumer.

MR. SUNDAR PICHAI: I always think, you know, privacy is an area where we think is sacrosanct and we've done a lot for users over the years, but it's an area where expectations are constantly evolving, and we are, as a company, needing to evolve and adapt to it. And so, it's an area we're committed to doing better. But it's an area I want to acknowledge that there's more to do, and that it's never done, and -- and something we are committed to doing better.

REPRESENTATIVE VAL DEMINGS: Again, thank you. And, Mr. Chairman, I yield back.

CHAIR OF THE HOUSE JUDICIARY COMMITTEE: gentlelady yields back. The Chair now recognizes the

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would ask if -- if -- because I'm running out of time. But instead of -- instead of me as a consumer or anyone as a consumer, giving you the privacy right up front, why don't you -- why don't you be more honest with me, tell me exactly what information has been collected, what information you want to share and then allow me to decide how much of that information I would like to share as a consumer?

MR. SUNDAR PICHAI: Congressman, I agree with that sentiment. And, in fact, what we precisely do is actually, we are very transparent and like, we make it very easy. You go to your account settings. We clearly tell the categories and you can click and see the information we have. You can turn it on or off, but we want to do better. And, you know --

REPRESENTATIVE JOHN RUTHERFORD: Yeah, but there are areas where information is being collected, even if I have -- I have the particular sites turned off. There's still information being collected through some of these other passive systems that you've -- that you've contracted with, correct?

MR. SUNDAR PICHAI: We -- we are pretty explicit about data, which we collect and we give protections for you to turn them on or off. And even when you use a product like Chrome or Gmail, you know, we -- we are -- or Google Home, we're very clear about the data we collect and we

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reflect it back to the user, of the data we have on them.

And -- and we try to be transparent.

REPRESENTATIVE JOHN RUTHERFORD: I -- I can just say and my times out, but I -- I would tell you this. I would much rather be giving permission after I know what information I'm -- I'm giving up. So thank you very much again, and I appreciate your time. I yield back, Mr. Chairman.

CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Chair thanks the gentleman, recognizes the gentlewoman from Alabama, Ms. Roby, for five minutes.

REPRESENTATIVE MARTHA ROBY: Thank you, Mr.

Chairman. Thank you. I'm just going to build upon what my colleague was just talking about and use a specific example.

In June of 2016, Google changed its privacy policy to allow for combining the DoubleClick Cookie information with quote "personal identifiable information." Before this change, the cookies that tracked people across the web, we were not melded with other consumer information Google got from searches or Android phone use. And it's my understanding that when Google purchased DoubleClick, representations were made that Google would keep the data separate.

The point here is, you've heard from many people concerns today about the consumer and what the consumer

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CHAIR OF THE HOUSE JUDICIARY COMMITTEE: I have a question about preloaded apps. Do you have agreements with the companies that -- I mean, Amazon might have an app that they put on your platform. Do you have a data sharing agreement with them? Do they get the information and you get the information that's generated by their app, as well? How does that work?

MR. SUNDAR PICHAI: We don't have any special agreements with respect to user data, as part of preloading any application.

CHAIR OF THE HOUSE JUDICIARY COMMITTEE: So if another -- somebody puts an app on your platform, they do it with your permission; is that correct?

MR. SUNDAR PICHAI: Not necessarily, you know. So, for example, our -- a device manufacturer can preload applications on -- on Android and, you know, it's up to them and the app developer to do so.

CHAIR OF THE HOUSE JUDICIARY COMMITTEE: All right.

Do -- if they operate on your operating system, do you get
the information, as well as, the app owner?

MR. SUNDAR PICHAI: Of -- of information about what's happening within that application.

CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Right.

MR. SUNDAR PICHAI: Unless there -- there may be specific cases where the user is given as diagnostic

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information. So the answer would depend on the context, but in general, no. I mean, the relationship is between the user and the app developer.

CHAIR OF THE HOUSE JUDICIARY COMMITTEE: So if you get an app that gathers information on a specific thing, that's not also coming to Google, as well as, to the -- the developer of the app?

MR. SUNDAR PICHAI: In a general sense, no.

CHAIR OF THE HOUSE JUDICIARY COMMITTEE: All right.

And then finally, and this you can -- you can write to us a written answer, because it's a very lengthy answer, I believe. But I'm interested in knowing -- I know you've had a lot of difficulties in Europe of late. And I'm interested in knowing how your policy in Europe differs from your policy in The United States.

MR. SUNDAR PICHAI: I'm happy to have it -- I think it's a pretty extensive topic. I'm happy to have follow up on that -- that area back to -- back to your office.

CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Okay.

Yes, we would appreciate that. We'll give you some written questions, that other members have provided. We'll have some more of our own, and we would ask that you respond to those promptly.

MR. SUNDAR PICHAI: We definitely will.

CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Thank you.

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